

## **Instructions for Making an Informal Referral**

**NOTE TO SUPERVISOR:** A Supervisory Referral does not prevent you from taking disciplinary action based on job performance: however, it is not appropriate if a decision to terminate has already been made

### **STEPS FOR MAKING A SUPERVISORY REFERRAL:**

- The Supervisor should contact an EAP counselor (832-393-6510) before actually making a Supervisory Referral. This will give the Supervisor and the EAP Counselor an opportunity to discuss the job performance problems as well as talk about strategies for helping the employee resolve the performance problem.
- If a Supervisory Referral is going to be offered to the employee, the Supervisor should complete the Supervisory Referral form before meeting with the employee.
- The Supervisor and the employee should then meet to discuss the job performance problem and the need for the employee to address the job performance problem. The employee should be told that the Supervisor is making a Supervisory Referral to EAP as a resource to help resolve the employee's job performance problem.
- The employee should be told that they have 24 hours in which to make initial contact with EAP.
- The Supervisor should then contact an EAP Counselor (832-393-6510) to advise that an Informal Supervisory Referral form is about to be faxed to EAP.
- Informal Supervisory Referral form is to be faxed to (832-395-9466) or emailed to: [employeeassistanceprogram@houstontx.gov](mailto:employeeassistanceprogram@houstontx.gov).

## Informal Referral Process

The Referral source calls the office to request an appointment.

The Employee is assigned to a Senior Counselor.

An appointment is given within 3 business days, in special situations and depending on availability, appointments can be scheduled immediately.

The Employee is given an intake package that includes a release of information and a statement of understanding about the EAP. It is the discretion of the employee to allow communication with his or her Supervisor/Referral source.

The Employee will be given an assessment that includes recommendations that could include counseling or additional referrals.

The Employee will be given documentation (date and time of the meeting).

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